IN THE CLAIMS

1.   (Currently Amended) An internet telephony system <u>supporting simultaneous voice communications with a user,</u> comprising a <u>server for receiving a request to establish a user voice communication over a digital data communications channel, independent of the request, and being determined by prior activity of a user over the digital data communications channel, and in response to the received request, establishing the user voice communication in dependence on the state and a set of user preferences, wherein the server has a first available option to conduct the voice communication using a voice over Internet Protocol communication mode through the data communications channel and a second available option to conduct the voice communication over a communications channel distinct from the data communications channel and involving a public switched telephone network</u> ~~browser display having a hyperlink, said hyperlink communicating with a server, retrieving a user's preferences, and initiating a voice communication with the user, through a communications channel defined by the user's preferences.~~

2.   (Currently Amended) The telephony system according to claim 1, wherein <u>said digital data communications channel carries data between a user terminal and a web server, the web server communicating with a distinct server for establishing the user voice communication channel involving a public switched telephone network</u> ~~said the set of user preferences define a communications mode selected from the group consisting of voice over IP and analog voice.~~

3.   (Currently Amended) The telephony system according to claim 1, wherein the ~~user's~~ <u>user</u> communicates with the server <u>using a browser, and the set of user</u> preferences are retrieved ~~in~~ <u>based on</u> a cookie.

4.   (Currently Amended) The telephony system according to claim 1, wherein <u>the user interactively communicates through the digital data communications channel to establish the state, and the server establishing the voice communication being further responsive to an economic interest of a party distinct from the user</u> ~~a cookie identifies a user.~~

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5.   (Currently Amended) The telephony system according to claim 1, wherein the user, in order to communicate with the server to request a voice communication, ~~has~~ need only initiate a generic action which is interpreted by the server in accordance with the state and the user preferences to initiate an appropriate response ~~a single essential action~~.

6.   (Currently Amended) An Internet telephony system for providing communications involving a user communicating through ~~comprising a client system having~~ an Internet browser, ~~and~~ comprising a server hosting a Web site, wherein a message is proactively transmitted from the server to the ~~client system~~ Internet browser based on an automated analysis of a status of the user ~~user's status~~ with respect to Web site, ~~the seeking to establish a~~ requesting establishment of an interactive voice communication session, and wherein the user can allow initiation of the interactive voice communication session through the Internet browser.

7.   (Currently Amended) The telephony system according to claim 6, wherein a set of user preferences are retrieved by the server, defining a preferred ~~a~~ communications mode selected from the group consisting of voice over a data packet switched network ~~IP~~ and a public switched telephone network ~~analog voice~~.

8.   (Currently Amended) The telephony system according to claim 7, wherein the ~~user's~~ user preferences are retrieved in a cookie.

9.   (Currently Amended) The telephony system according to claim 7, wherein the user interactively communicates with the Web site to establish the status, the request for establishment of an interactive voice communication session being responsive to an economic interest of a party distinct from the user ~~a cookie identifies a user~~.

10.   (Currently Amended) The telephony system according to claim 7, wherein ~~the user, in order to communicate with the server to request a voice communication,~~ the ~~user's~~ user status with respect to the web site ~~comprises~~ is derived from an automated analysis of a shopping cart.

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11.   (Currently Amended) An Internet telephone system, comprising a browser <u>having</u> <u>a displayed</u> ~~display having a~~ hyperlink <u>for presentation to a user, a selection of</u> said hyperlink <u>causing the browser to communicate</u> ~~communicating~~ with a server, ~~retrieving a~~ <u>retrieve</u> user-related data, and ~~initiating~~ <u>open</u> a voice <u>over Internet protocol</u> communication with the user, <u>in</u> <u>conjunction with the browser, with a live agent, the live agent being provided with access to the</u> <u>user related data and a status of a communication session between the browser and the server</u> ~~wherein the user is charged for the communication~~.

12.   (Currently Amended) The telephony system according to claim 11, wherein <u>the</u> <u>user is charged for the communication</u> ~~said voice communication is selected from the group~~ ~~consisting of voice over IP and analog voice~~.

13.   (Currently Amended) The telephony system according to claim <u>12</u> ~~11~~, wherein the user charge is a micropayment.

14.   (Original)   The telephony system according to claim 11, wherein a set of user preferences is retrieved in a cookie from the browser.

15.   (Currently Amended) The telephony system according to claim 11, wherein a ~~cookie identifies~~ the <u>status of the communication session between the browser and the server</u> <u>comprises a status of a shopping cart</u> ~~user~~.

16.   (Currently Amended) The telephony system according to claim 11, wherein the <u>opening of a voice over Internet protocol communication is dependent on an economic interest of</u> <u>a party distinct from the user</u> ~~user, in order to communicate with the server to request a voice~~ ~~communication, has only a single essential action~~.

17.   (Original)   A telephony server, comprising an application program communicating directly with telephony hardware to implement telephony system control, and an application programming interface, wherein said application program includes as one of its is application programming interface functions a call to an external program.

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18.   (Currently Amended) The telephony server according to claim 17, wherein the application program is a dynamic link library adapted to run under Microsoft Windows <u>operating system</u>.

19.   (Original)   The telephony server according to claim 17, wherein the application program may spawn a plurality of instances of the external program simultaneously.

20.   (Currently Amended) The telephony server according to claim 17, wherein the application program has a <u>first</u> component running on a telephony server and a <u>second</u> component running on each telephony client.

21.   (Original)   The telephony server according to claim 17, further comprising a communications link to a Web server, for coordinating telephony functions and Web server functions.

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